



Process Mining in SFS

09th of April, SFS Americas Learning Academy

SIEMENS

Your hosts



Julian Loleit

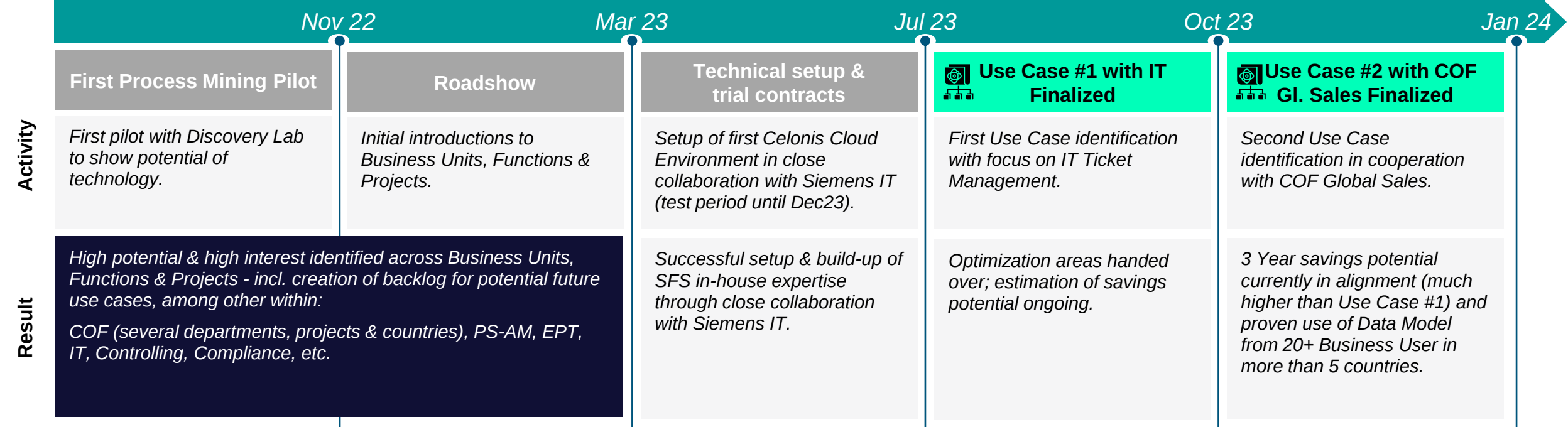
Lead of Process Digitalization Hub
SFS SD DS



Janis Juppe

Process Mining Expert
SFS PS-AM ALM

We have successfully assessed and effectively applied process mining technology within SFS and build up strong expertise within IT&CYS and SD



In March 2024 we received the final approval from the GF to establish a SFS-wide Process Digitalization Hub for the effective use of the process mining technology



Ongoing optimization of our processes is essential to stay competitive and ready for the future

WHY

By introducing a Process Digitalization Hub we are pursuing the goal of optimizing our processes in an efficient way.

WHAT

Our vision is to...

- ...increase the transparency of our actual process flow,
- ...improve our productivity & efficiency,
- ...optimize the customer journey,
- ...enhance risk steering & compliance,
- ...fuel new business opportunities,
- and to increase the employees' satisfaction.

HOW

Setting up a central Process Digitalization Hub to

- increase the transparency of our process flows using process mining technology,
- prioritize most important use cases across SFS,
- consequently, ensure and drive realization of identified savings potential jointly with BU/ Function,
- build upon gathered expertise of existing use cases
- support BUs and Functions in most efficient & sustainable use of technology,
- keep the momentum and avoid lengthy budget discussions.

Poll Time!

A poll will appear on your screen now



The nature of processes



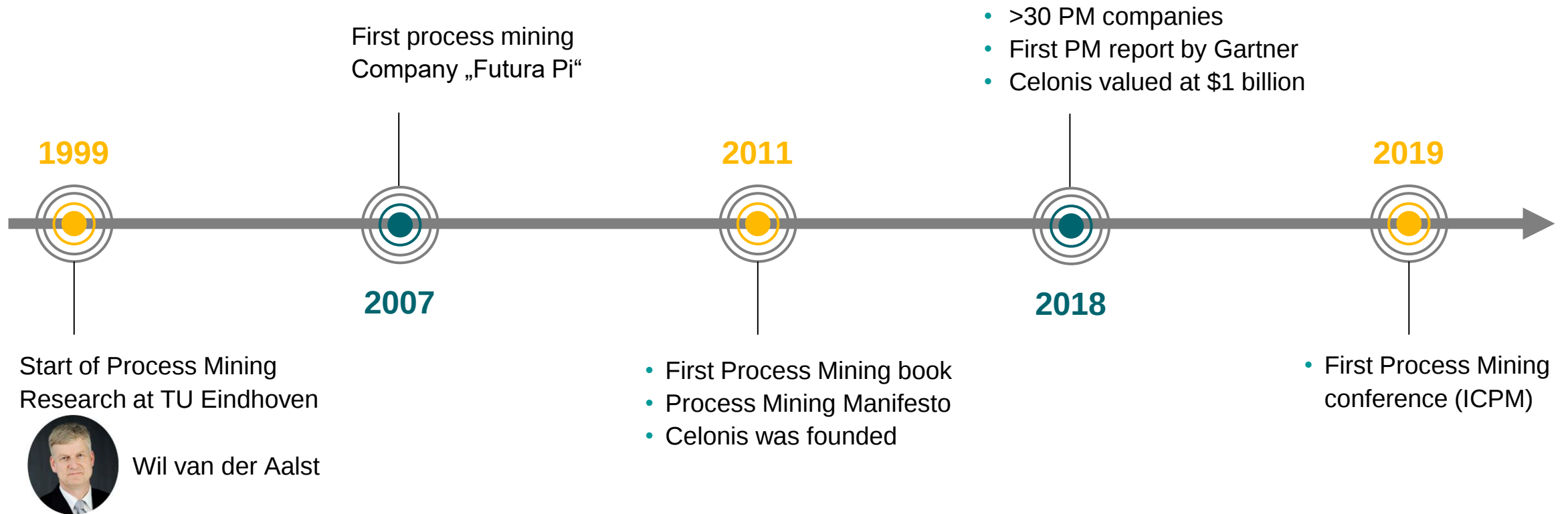
Expectations



Reality

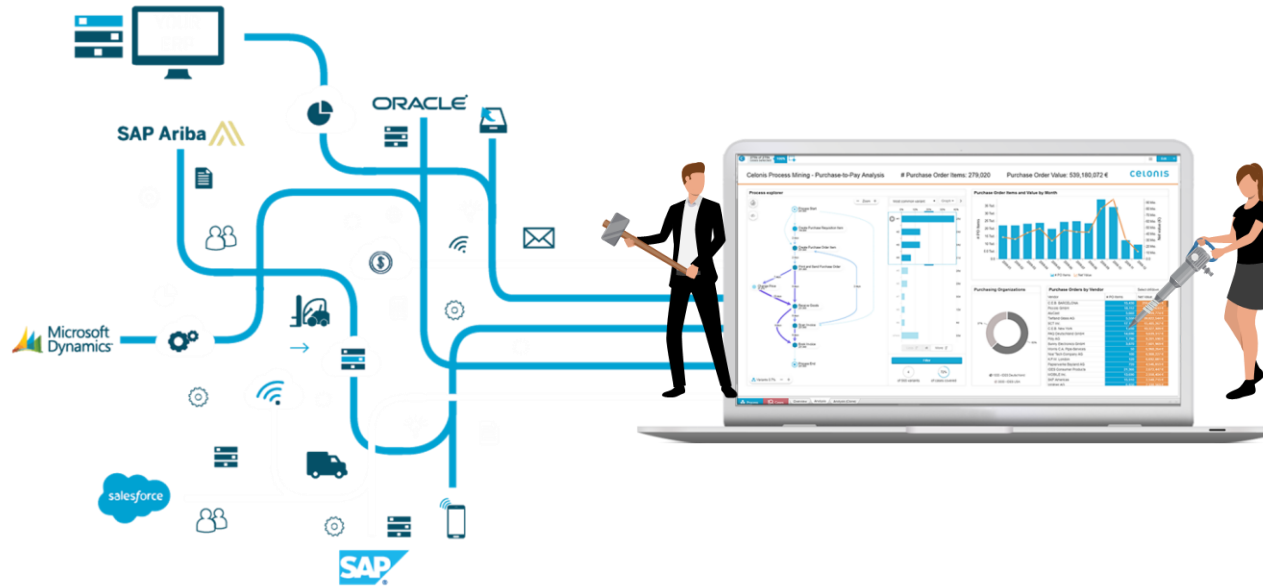
VS.

Process Mining history



With Process Mining processes can be analyzed and optimized objectively and efficiently

Process Mining – Basic Principles



Process Mining is a technique to analyze data extracts from the transactional systems that drive a business. Based on the digital traces in the system, the actual process with all its variants can be visualized and analyzed.

This allows to comprehensively answer questions about performance, cost-benefit ratio and also consider compliance aspects of the process.

Value adds of Process Mining

Visibility and understanding of actual business & IT processes for unprecedented **transparency**.

Objective and comprehensible quantitative **basis** for process analyses and discovering opportunities for **productivity increases**.

Measurement of throughput times to identify processes inefficiencies and **bottlenecks** in the process.

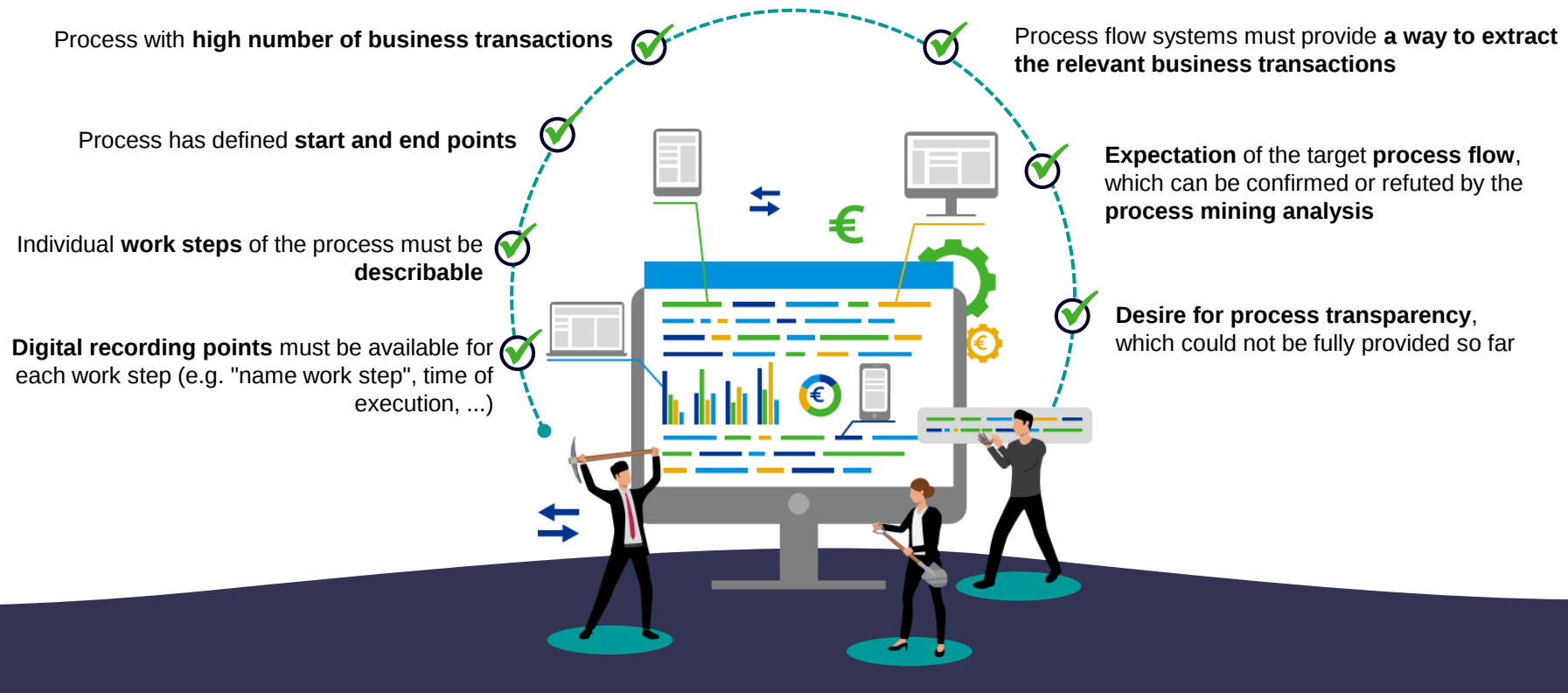
Ongoing **process monitoring** for permanently efficient processes possible.

Especially for complex and cross-system process analysis, Process Mining exceeds common analysis instruments in terms of resources needed and the quality of the results.



Almost every process fulfills the requirements for Process Mining

Main requirements to select a matching process



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The event log is created by extracting and transforming data from the source systems

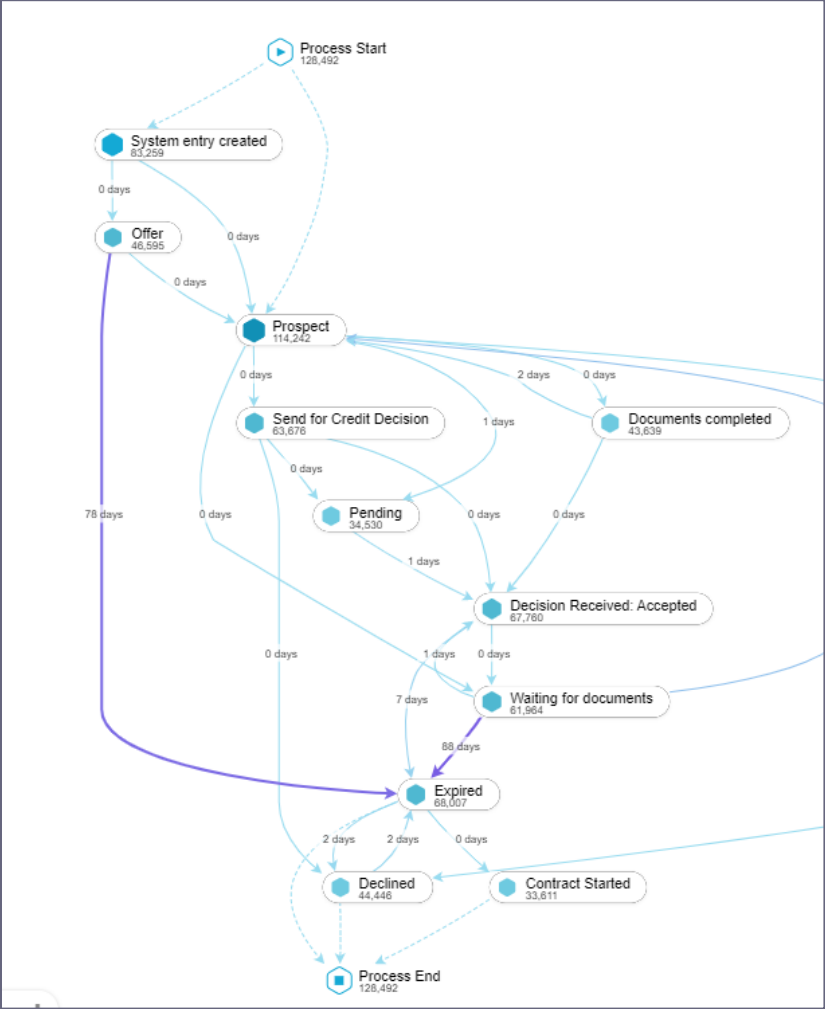
1. Extract Data

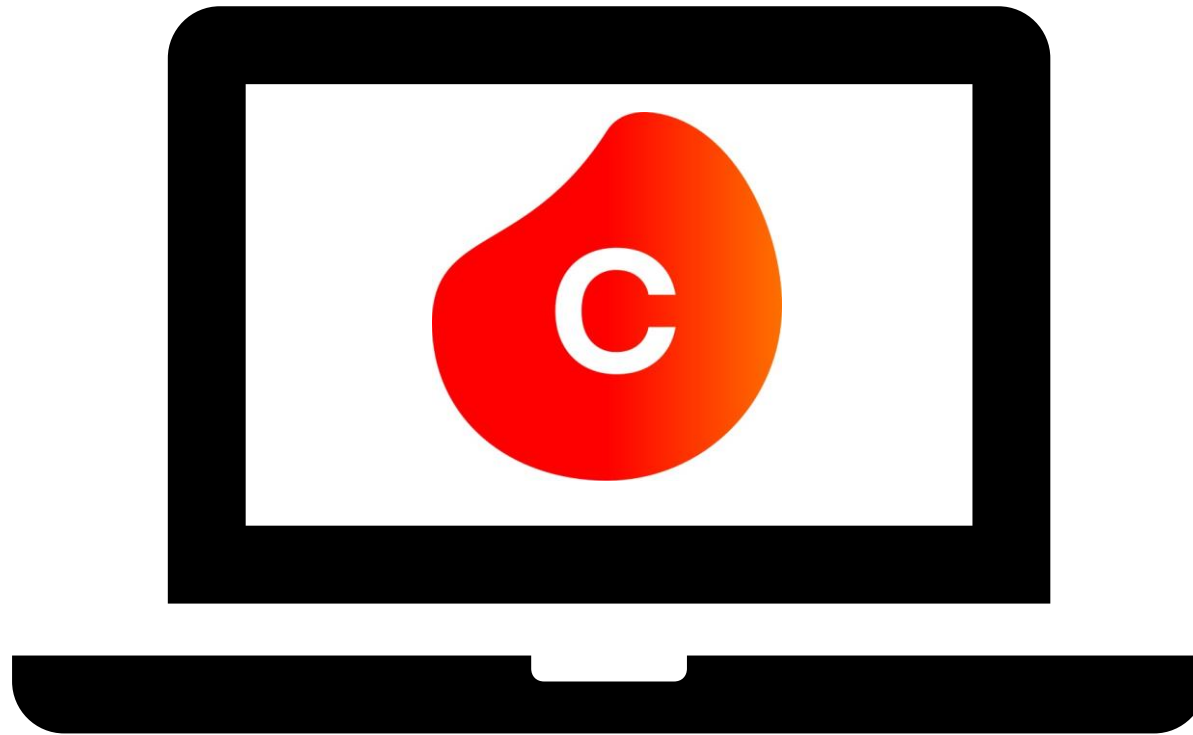


2. Transform data into the event log

Case ID	Activity	Timestamp	User
9901	Opportunity created	2022-01-10 11:02	API
9902	Opportunity created	2022-01-11 09:05	Z0222MCX
9902	Send to Risk Management	2022-01-11 09:06	System
9901	Send to Risk Management	2022-01-11 10:42	System
9902	Risk Management: approved	2022-01-11 09:05	System
9901	Risk Management: More Info required	2022-01-11 11:17	Z0123MMX
9902	Signed contract documents arrived	2022-01-15 16:14	System
9901	New Documents arrived	2022-01-16 07:12	System
9902	Documents completed	2022-01-16 08:50	Z0123YYZ
9902	Contract Started	2022-01-17 13:00	System

3. Process Visualization





Tool Insights

Training Options and Access

Celonis Academy

- Celonis offers a variety of training options on their Celonis academy website at: <https://academy.celonis.com/>
- Among others, they offer online and instructor-led trainings as well as certification programs
- We recommend three free basic training tracks:
 - Celonis Kickstarter (1h) [Link](#)
 - Review and Interpret Analyses (3h): [Link](#)
 - Build Analyses (5h): [Link](#)
- Celonis also offers official certifications for the following two roles:
 - Data Analyst: targeted at roles who create process analysis dashboards, apps and automations. – 200\$
 - Data Engineer: targeted at roles who build data pipelines and produce data models in Celonis data integration. – 200\$

SFS Users

- At SFS, we utilize a Celonis license that central Siemens AG has negotiated with Celonis.
- As part of that agreement, we have a limited number of users available for SFS
- Costs
 - Viewer: 600 EUR / FY
 - Analyst: 1500 EUR / FY
- If you have a specific use case, feel free to reach out to us and we can provide details on the cost of realizing that use case.

! Additionally, Celonis offers a free version to try out the capabilities. No Siemens data must be uploaded, but public dataset exist. <https://www.celonis.com/solutions/free-plan/>